

**PHCCLEANERS**

WWW.PHCCLEANERS.COM | 800.518.6276

# MORE THAN CLEANING.

A FULL SERVICE FACILITY SOLUTION.  
OFFICE CLEANING | COMMERCIAL CLEANING | PROPERTY MANAGEMENT | SUPPLIER



**PREPARED BY**  
BRIAN LEIGHTON  
PRESIDENT

**A GUIDE TO A CLEAN OFFICE.**



WWW.PHCCLEANERS.COM | 800.518.6276

AS PROMISED PLEASE SEE YOUR COMPLIMENTARY CLEANING RESOURCE AND PROCEDURES PACKET PERTAINING TO YOUR FACILITY NEEDS.

PHC IS A FULL SERVICE CLEANING AND MAINTENANCE COMPANY FOUNDED IN 2009 THAT OFFERS A EXTENSIVE FACILITY SOLUTIONS WITH A PERSONALIZED EXPERIENCE.

OUR MISSION IS TO REDEFINE THE CLEANING INDUSTRY BY CREATING INNOVATIVE SOLUTIONS THAT ENHANCE QUALITY OF SERVICES AND OVERALL CUSTOMER EXPERIENCE.

THIS RESOURCE PACKET IS AN INTEGRATION OF OUR PROCESSES, PROCEDURES AND GUIDELINES THAT WILL KEEP YOUR OFFICE CLEANED AND MAINTAINED.

IF YOU HAVE A SERVICE PROVIDER THAT YOU ARE HAPPY WITH, THIS MAY BE A HELPFUL RESOURCE TO INSPECT THEIR WORK AND ASSURE QUALITY IS CONTINUOUS.

IF YOU ARE ON THE MARKET FOR A PROFESSIONAL CLEANING CONTRACTOR, I WOULD BE HAPPY TO DISCUSS MORE ABOUT OUR SERVICES AND OFFERINGS.

PLEASE FEEL FREE TO CONTACT ME DIRECTLY IF YOU HAVE ANY QUESTIONS.

KINDEST REGARDS,

BRIAN LEIGHTON  
PRESIDENT

O: 800.518.6276

D: 207.577.9032

E: BRIAN.LEIGHTON@PHCCLEANERS.COM



**PHCCLEANERS**

WWW.PHCCLEANERS.COM | 800.518.6276

# CONTENTS

GENERAL CLEANING CHECKLIST

CLEANING | SANITIZING | DISINFECTING

CLEANING PROCEDURE

CLEANING INSPECTION

CARPET CLEANING

SCRUB AND RECOAT

# CLEANING | SANITIZING | DISINFECTING

IT IS OFTEN MISUNDERSTOOD WHEN REFERING TO CLEANING, SANITIZING AND DISINFECTING AS THE SAME PROCESS.

IN FACT THEY ARE THREE COMPLETELY DIFFERENT PROCESSES THAT REQUIRE DIFFERENT PRODUCTS AND SOLUTIONS TO ACHIEVE THE TASK.

## CLEANING |

IS THE PROCESS OF REMOVING SOIL, DIRT, FOOD AND OTHER MATERIALS FROM A SURFACE.

## SANITIZING |

IS THE PROCESS OF REMOVING BACTERIA AND REDUCING GERMS ON A SURFACE.

## DISINFECTING |

IS THE PROCESS THAT KILLS AND ELIMINATES HARMFUL VIRUSES AND BACTERIA ON SURFACES.

# GENERAL CLEANING PROCEDURE

THE ART OF QUALITY TRANSPIRES FROM THE PROCESS IN WHICH THE CLEANING SERVICE IS EXECUTED. IT IS IMPORTANT THAT THE CLEANING PROCESS IS CONSISTENT EACH CLEANING. CONSISTENCY MINIMIZES MISSED AREAS OR MISSED SERVICES DURING THE CLEANING.

## WHERE TO START |

THE FIRST AREA TO CLEAN AND START IS ALWAYS THE FURTHEST AREA FROM THE MAIN ENTRANCE OF THE OFFICE, FLOOR OR BUILDING.

## HOW TO CLEAN |

THE CLEANING TECH WILL CLEAN FROM THE CEILING TO THE FLOOR AND CLEAN THEIR WAY TOWARD THE MAIN ENTRANCE (CLEANING THEMSELVES OUT OF THE ROOM) ALL WHILE FOLLOWING THE CLEANING CHECKLIST.

VACUMMING AND MOPPING ARE THE LAST CLEANING SERVICES PROVIDED WITHIN A ROOM. THIS WILL CLOSE OUT THE SERVICES WITHIN THE SPACE AND THE STAFF WILL MOVE ONTO THE NEXT ROOM.

## DOUBLE CHECKING WORK |

ONCE SERVICES ARE COMPLETED THE CLEANING TECH WILL DO A THOROUGH WALK THROUGH TO ASSURE THE SERVICES HAVE BEEN COMPLETED.

## CLEANING INSPECTION

THE CLEANING INSPECTION IS A VITAL PROCESS IN ASSURING THAT QUALITY IS MET BUT ALSO THAT PROCEDURES ARE BEING FOLLOWED ACCORDINGLY.

### INSPECTION SCHEDULE |

DEPENDING ON THE SIZE OF THE FACILITY AND CLEANING SCHEDULE, WILL DETERMINE THE CLEANING INSPECTION FREQUENCY.

IN GENERAL, OUR SITE MANAGERS WILL INSPECT A SITE 1-4 TIMES PER MONTH.

### INSPECTION PROCESS |

THE INSPECTION PROCESS IS SIMILAR TO THE CLEANING PROCESS WHERE THE INSPECTOR WILL START AT THE FURTHEST POINT FROM THE MAIN ENTRANCE AND WORK THEIR WAY OUT OF THE AREA.

THE INSPECTOR IS UTILIZING THE CLEANING CHECKLIST TO ASSURE SERVICES ARE BEING MET AS ILLUSTRATED.

## CARPET CLEANING

CARPET CLEANING IS A MUST NEED SERVICE WHEN IT COMES TO SUSTAINING THE LIFE AND APPEARANCE OF THE CARPET. A CLEAN CARPET CAN ALSO ENHANCE THE AIR QUALITY OF THE OFFICE AND MINIMIZES DUST MITES AS WELL AS BACTERIA.

### CLEANING PROCESS |

A THOROUGH CARPET CLEANING PROCEDURE INCLUDES PREPPING THE CARPET AND REMOVING ANY SOLID MATERIALS FROM THE CARPET.

NEXT, THE CARPET MUST BE PRE-TREATED WITH A CONDITIONING SPRAY THAT WILL HELP LOOSEN ANY RESIDUE IN THE FIBERS.

FOLLOWING IS THE SPRAY AND WATER EXTRACTION PROCESS IN WHICH HOT WATER IS SPRAYED IN A FINE MIST DEEP INTO THE CARPET AND SIMOUNTENEOUSLY EXTRACTED FROM THE CARPET. THIS PROCESS MAY NEED TO BE REPEATED 2-3 TIMES BASED ON THE CONDITION OF THE CARPET.

LASTLY, THE CARPET IS EITHER AIR DRIED OR DRIED BY FLOOR FANS TO ELIMINATE MOISTURE.

### CLEANING SCHEDULE |

IT'S IMPORTANT TO HAVE A ROUTINE AND CONSISTENT SCHEDULE TO PROTECT THE LONGEVITY OF THE CARPET AND HEALTH OF THE OFFICE. THIS MAY CONSIST OF A QUARTLERY CLEANING TO A YEARLY CLEANING.

## SCRUB & RECOAT

MANY MEDICAL OFFICES UTILIZE VCT (VINYL COMPOSITE TILE) AS A FLOORING SOLUTION DUE TO ITS DURABILITY AND EASY MAINTENANCE. WHEN SERVICED PROPERLY, VCT HAS A VERY CLEAN APPEARANCE AND LASTS A LONG TIME.

### PROCESS |

TO MAINTAIN VCT IT IS COATED WITH A PROTECTIVE WAX SOLUTION. THE FIRST APPLICATION OF WAX ON A NEW VCT FLOOR IS APPLIED IN LAYERS (5-7 LAYERS). THIS PROTECTS THE COMPOSITE MATERIAL THE FLOOR IS MADE FROM.

OVERTIME THE TOP LAYER OF WAX WILL WEAR OUT AND AS TIME PASSES LAYERS WILL CONTINUE WEAR OUT IF NOT SERVICED.

IF MAINTAINED AND SERVICE CONTINUOUSLY, SCRUB AND RECOATING IS THE BEST SOLUTION. 1-2 LAYERS ARE REMOVED AND NEW LAYERS OF WAX ARE APPLIED TO THE SURFACE.

### SCHEDULE |

A SCRUB AND RECOAT SCHEDULE IS IMPORTANT TO PROTECT THE VCT FLOOR. A CONTINUOUS SCHEDULE ALSO MAINTAINS THE APPEARANCE OF THE FLOOR.

DEPENDENT ON TRAFFIC AND UTILIZATION, A SCHEDULE IS ANY WHERE FROM 8-12 MONTHS.